



CHRISTOPHER M. HUBER
Deputy General Counsel for ORS

Office of Regulatory Staff
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January 13, 2020

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

HomeServe USA Repair Management Corp.
601 Merritt 7, 6th Floor
Norwalk, CT 06851

RE: Inquiry Initiated by Commissioner Ervin to Investigate the Reported Sale of Customers' Personal Information to Third-Parties by Dominion Energy South Carolina, Incorporated
Docket No. 2019-363-E

Dear Sir or Madam:

The Public Service Commission of South Carolina ("Commission"), on November 25, 2019, requested that the South Carolina Office of Regulatory Staff ("ORS") investigate a reported sale of customer personal information by Dominion Energy South Carolina, Inc. ("DESC") to a third party. The marketing solicitations sent to DESC customers that prompted the investigation related to repair plans offered by HomeServe USA Repair Management Corporation ("HomeServe"). As part of its investigation, ORS requests that HomeServe provide the information and records described in the attached First and Continuing Audit Request for Records and Information no later than January 29, 2019.

Please contact me if you have any questions.

Sincerely,

Christopher M. Huber

cc: All Parties of Record (via e-mail)
Public Service Commission of South Carolina (via electronic filing)